

# Chapter Nine

TO PROVIDE SERVICES TO  
SAN JOSE'S DIVERSE COMMUNITY,  
INDEPENDENT POLICE AUDITOR  
STAFF OFFERS BI-LINGUAL  
SERVICE IN ENGLISH,  
SPANISH AND VIETNAMESE.

The statistics reported in this chapter are based on the data collected from voluntary surveys completed by complainants. However, the totals reported in this chapter and the totals in Chapter 6 are different because not all complainants provided the requested information. The accuracy of the data is dependent on the information provided by the complainants.

It is important to note that the numbers and percentages below are based on the data contained in 43% of returned questionnaires.

## I. Gender of Complainant:

**Illustration A: Gender of Complainant**

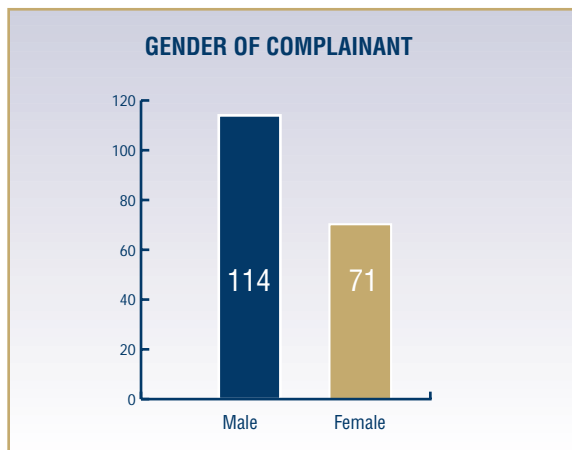


Illustration A provides a visual representation of the gender of the complainant from the period beginning January 1, 2002, through December 31, 2002. There were a total of 430 cases received in the year 2002, 314 of which required a full investigation. 115 male and 71 female complainants responded by returning the survey for a sample of 186 complainants in the year 2002. Keeping with past trends, there were more male complainants than female. Complaints filed by male complainants accounted for 62% of all complaints. Complaints made by female complainants accounted for 38%. This is a 3% increase in the number of male complainants and a 3% decrease in the number of female complainants over the year 2001.

## II. Ethnicity of Complainant:

The information in this section is for the period beginning January 1, 2002 through December 31, 2002 and reflects data for only 43% of the complainants. European Americans, Hispanic/Latinos and African Americans ethnicity generated the majority of the complaints filed. Complainants of European American ethnicity filed the largest number of cases. This group reported 65 complaints according to the voluntary surveys collected from the complainants, which represents 35% of all reported cases. This percentile is consistent with the 36% of European American people that make up the entire population of San José.

Hispanic/Latinos filed the second highest number of cases, reporting 63 cases in the year 2002. This number of complaints represents 34% of all cases filed. Because Hispanic/Latino make up 30% of the entire San José population, the number of complaints they filed, as compared to the population they represent in San José, is consistent. This was a continuing trend in 2002 from the year 2001.



**A complainant files a complaint at the IPA office.**

African Americans reported 37 cases in the year 2002. This is the third highest number of complaints filed. This represents a decrease of eight cases from 2001. African Americans make up 3% of the entire San José population; however, they

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filed 20% of all cases. The number of cases filed by African Americans is high in comparison to the percentage of population they represent in San José. Most of the complaints African Americans filed were classified as Formal complaints. Of the 37 cases filed by African Americans there were 16 cases classified as Formal Citizen Initiated complaint. Seven cases were classified as Command Review and seven cases were classified as Procedural complaints.

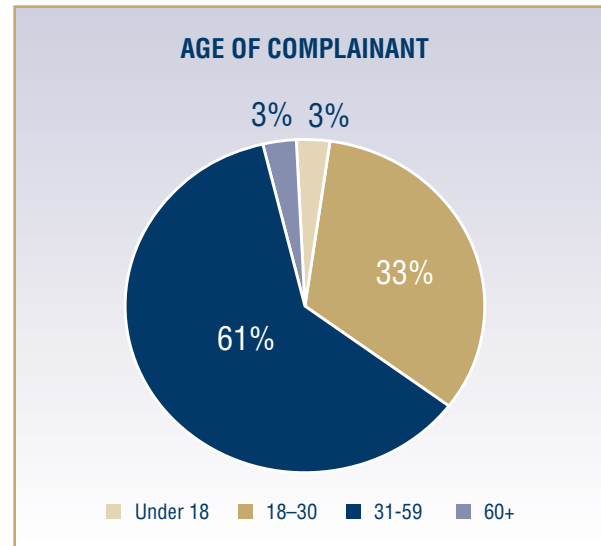
**Illustration B: Ethnicity of Complainant**

Ethnicity	Complainants	%	% of San Jose Population
African American	37	20%	3%
Asian American	6	3%	13%
European American	65	35%	36%
Filipino American	4	2%	5%
Hispanic/Latino	63	34%	30%
Native American	2	1%	1%
Vietnamese	0	0%	9%
Other	5	3%	3%
Decline	4	2%	0%
<b>Total</b>	<b>186</b>	<b>100%</b>	<b>100%</b>

### III. Age of the Complainant:

Illustration C reflects the age of the complainant for the period beginning January 1 through December 31, 2002. The largest number of cases filed was from individuals between the ages of 31 and 59 years. This past trend continued in 2002 from the year 2001. What is worth noting is that there was a decrease in the number of cases received from individuals over 60 years of age in the year 2002. In 2002 the number of cases received from this same age group decreased 50% from 2001.

**Illustration C: Age of the Complainant**

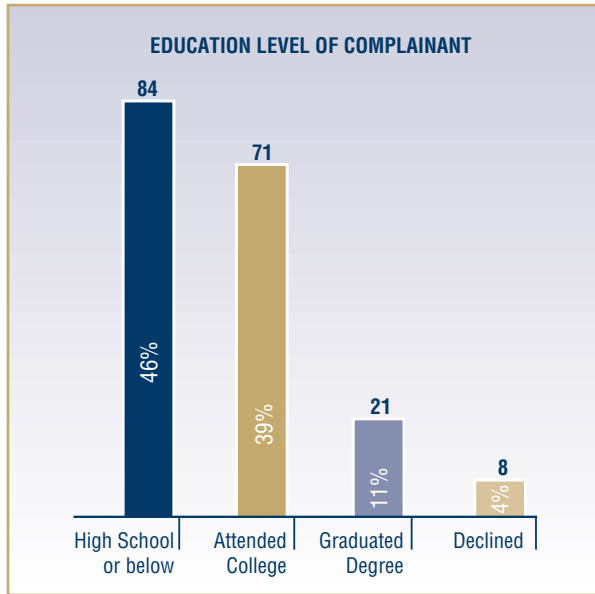


Overall in 2002, six cases were reported from individuals under the age of 18 years. 62 cases were reported from individuals between the ages of 18 and 30 years. 113 cases were reported from individuals between the ages of 31 and 59 years, and five cases were received from persons over the age of 60.

### IV. Educational Level of the Complainant:

There was no significant change in the levels of education for individuals filing complaints from the year 2001 to 2002. Surveys conducted by the IPA reveal that 50% of individuals initiating citizen complaints against San José police officers in 2002 had an education beyond the twelfth grade. Additionally, 20% of those had attended four years of college or more. These figures continue to discredit the general perception that most complainants are uneducated members of the community.

**Illustration D: Education Level of the Complainants**



## V. Complainant's Occupation:

**Illustration E: Occupation of the Complainants**

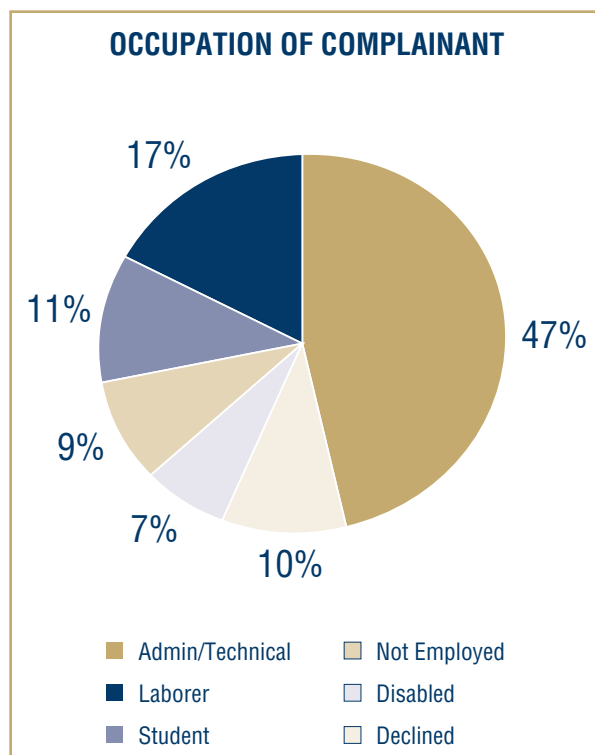


Illustration E provides information about the occupations held by complainants who filed complaints in the year 2002. As indicated by the information presented in the chart, the largest percentage of complainants (47%) was employed in the Administrative/ Technical areas which also includes persons employed in the services and professional areas. The laborer category, which includes drivers, janitors, construction workers, etc., accounted for 17% of the complainants. Students who account for 11% of complainants include students attending college, technical, equivalency or vocational schools.

These figures and percentages were obtained through our voluntary questionnaire survey process, and it is important to note that 57% of the surveys mailed to all complainants were not returned. There were 430 voluntary questionnaires mailed to complainants, and 186 were completed and returned.